

CLAIMS

What is claimed is:

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Sub a1) 1. A method for eliminating an unnecessary dispatch of a service technician when a service order indicates a dispatch is required, comprising:

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determining whether the service order meets a set of predefined criteria;

if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary;

if the dispatch is unnecessary, then canceling a dispatch associated with the service order.

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Sub a2) 2. The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order was initiated by a competitive local exchange carrier.

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Sub a3) 3. The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order includes an override code requiring dispatch of a service technician.

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4. The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order is related to a second service order.

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Sub a4) 5. The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order includes an assignment of facilities.

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6. The method of Claim 5, wherein determining whether the service order indicates that a dispatch is unnecessary comprises:

5 determining whether the assignment of facilities uses the same facilities that were previously assigned to a location associated with the service order.

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7. The method of Claim 1, wherein canceling the dispatch comprises:

correcting the service order so the dispatch associated with the service order is canceled.

8. The method of Claim 1, further comprising the steps of:

20 determining whether the dispatch is scheduled to occur within a predetermined time period; and

15 if the dispatch is scheduled to occur within the predetermined time period, then placing the dispatch on hold prior to determining whether the dispatch is unnecessary.

20 9. The method of Claim 1, wherein determining whether the dispatch is unnecessary comprises:

25 in response to receiving a query based upon selected ones of the predefined criteria, searching a database of service orders that indicate a dispatch is required to locate service orders that meet the selected predefined criteria; and

25 providing the service orders that meet the selected predefined criteria.

30 10. The method of Claim 1, wherein determining whether the dispatch is unnecessary comprises:

10 generating a report based upon selected ones of the predefined criteria that includes all service orders that meet the selected predefined criteria.

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bx 47 11. A system for eliminating unnecessary dispatches, comprising:

5 a service order control system for receiving the service requests from a source and for generating a service order;

a work management center for receiving the service order from the service order control system and for determining whether the service order requires a dispatch; and

10 a trap service order system for monitoring the service order generated by the service order control system and for determining whether the service order requires a dispatch, and if so, whether the dispatch is unnecessary.

15 12. The system of Claim 11, wherein if the trap service order system determines that the dispatch is unnecessary and that the dispatch is scheduled to occur within a predetermined period of time, then the trap service order system communicates with the work management center to place the dispatch on hold.

20 13. The system of Claim 11, further comprising a loop facility assignment control system for receiving the service order and for assigning facilities for the service order, wherein if the trap service order system determines that the dispatch is unnecessary, then the trap service order system communicates with the loop facility assignment control system to update a database in the loop facility assignment control system.

30 14. The system of Claim 11, wherein if the trap service order system determines that the dispatch should be cancelled, then the trap service order system communicates with the service order control system to update a database in the service order control system.

15. The system of Claim 14, wherein the service order control system generates a corrected service order which cancels the dispatch, in response to the database update.

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16. The system of Claim 11, wherein the trap service order system is operative to identify all service orders that require a dispatch and that meet a set of predefined criteria.

5 *Det 257* 17. A method for eliminating a dispatch of a service technician specified by a service order which is unnecessary, comprising:

determining whether the service order meets a set of predefined criteria that indicate a likelihood of an unnecessary dispatch by examining selected sections of the service order;

10 if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and

if the dispatch is unnecessary, then eliminating the dispatch by correcting the service order and canceling a dispatch order for the dispatch.

15 *Det 257* 18. The method of Claim 17, wherein the set of predefined criteria is selected based upon an analysis of past dispatches.

20 19. The method of Claim 17, wherein the set of predefined criteria include determining whether the service order is a new install or a reinstall/reconnect.

25 *Det 257* 20. The method of Claim 17, wherein initiating a corrected service order comprises updating a database associated with a service order control system.

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